

REYNOLDS

Culligan

Commercial Industrial Water Treatment

Culligan Success Story Four Seasons Resort and Club



Customer:

Four Seasons Resort and Club
Dallas, Texas

Description of Business:

World's leading operator of luxury hotels and resorts. This facility is the only 5-Diamond rated hotel in Texas. They have an upscale clientele which includes celebrities. Room prices are as high as \$2,200 per night.

Contact:

Gerald Gleckman, Laundry Engineer

Gerald remembers "Hey, Culligan Man" from the time he was a child... there was a feeling of confidence and trust working with an established business.

**Gerald Gleckman, Laundry Engineer
Four Seasons Resort and Club
Dallas, Texas**

Situation/Problem:

Four Seasons had a softener but it was not a quality system. It had numerous valves that didn't seem to have a real function, and they frequently got stuck. The system was obsolete. Gerald felt it was time to replace it.

Four Seasons had to frequently descale the boiler – six 5-gallon buckets at a time. They had a 2" copper line that had been reduced to an internal diameter of only 1/2" due to scaling.

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Superior service with every order.

Every customer is important. And every customer is different. With a partner like Culligan Commercial, you can expect a water treatment plan as original as you are. And like you and your business, we pride ourselves on supporting our solutions with ongoing expert service.

Solution:

A new water softening system was installed for the laundry, which has totally eliminated hard water.

Equipment installed:

Duplex Alternating Water Softener

The Results/Customer Benefits:

"I would estimate that we save 30-35% on our detergent and chemical costs when we use soft water," said Gerald Gleckman.

- The laundry looks better and lasts longer. "I have been in discussions where industry people say soft water can extend the life of our linens by 40%. I think these numbers are realistic based on our experience," expressed Mr. Gleckman.
- After putting in a softener, Four Seasons has only a half bucket of scale in their boiler vs. six 5-gallon buckets they had previously.
- Now they have a clean, 2" line, again.
- Their water heaters recover more quickly and have reduced scale build-up.
- They used to use a pallet of salt per week and now they use a pallet of salt per month.
- The system is easy to maintain.
- The clientele of this facility are paying top dollar and expect nothing but the best. Culligan's water softening system helps Four Seasons maintain their level of outstanding customer experience.

Culligan Advantages:

Culligan's reputation was a critical factor. Four Seasons knew they could count on quality equipment and service.

Finally, an end-to-end solution from a single source.



Place your commercial and industrial water treatment needs in the hands of a global leader.

For over 75 years, Culligan has made better water. Our global network, comprised of 800+ dealers and international licensees in over 90 countries, is completely dedicated to solving any and all water-related problems. As the unrivalled worldwide leader in water treatment, our sales representatives and service technicians know the local water conditions in your area. Being global and local ensures that no one is better equipped than Culligan to deliver customized solutions to any commercial and industrial water issues that affect your business and your bottom line.

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